

AMENDMENTS TO THE CLAIMS

1. (Currently Amended) A graphical user interface for displaying on an agent's agent desktop in a contact center, comprising:

a. a ~~shutters~~ managed display having a task bar, wherein the task bar includes at least one managed application;

b. at least one ~~shutter~~ icon corresponding to ~~each one of the~~ at least one managed application applications; and

c. a managed application display area displaying the at least one managed application corresponding to the at least one icon, wherein the at least one icon is selected according to a step of an automated workflow that guides the agent's handling of a contact, and

~~a workflow having at least one step corresponding to each one of the at least one icon shutter icons, wherein one of the at least one shutter icons is selected according to the corresponding step of the workflow, and the managed application corresponding to the selected shutter icon is displayed in a managed application display area;~~

wherein a predetermined set of rules determines the size, placement and visibility of the at least one managed application in the managed application display area when the at least one managed application is selected according to the step of the automated workflow.

2. (Currently Amended) The graphical user interface as claimed in claim 1 further wherein the managed application corresponding to the selected ~~shutter~~ icon is displayed outside of the managed application display area.

3. (Original) The graphical user interface as claimed in claim 1 further comprising a quick start bar, wherein the quick start bar includes at least one non-managed application.

4. (Original) The graphical user interface as claimed in claim 1 further comprising a contact center control panel illustrating current contact information.

5. (Original) The graphical user interface as claimed in claim 1 wherein the graphical user interface is displayed on the agent desktop having a display and an input device.

6. (Original) The graphical user interface as claimed in claim 5 wherein the input device is used to selectively input data in to any one of the at least one managed applications.

7. (Currently Amended) The graphical user interface as claimed in claim 1 wherein when the agent selects any of the at least one icon shutter-icons, the corresponding managed application is displayed in the managed application display area.

8. (Currently Amended) A method of managing a visual space of a customer relations management application, the method comprising:

a. displaying a ~~shutters~~ managed display having a task bar, wherein the task bar includes at least one managed application;

b. displaying at least one ~~shutter~~ icon corresponding to each one of the at least one managed applications; and

c. displaying [[a]] an automated workflow that defines a plurality of steps for controlling the handling of a customer call, the automated workflow having at least one step corresponding to each one of the at least one icon shutter-icons, wherein one of the at least one icon shutter-icons is selected according to the corresponding step of the automated workflow, and wherein the managed application corresponding to the selected ~~shutter~~ icon is displayed in a managed application display area,

wherein a predetermined set of rules determines the size, placement and visibility of the at least one managed application in the managed application display area when the at least one managed application is selected according to the at least one step of the automated workflow.

9. (Currently Amended) The method as claimed in claim 8 further wherein the managed application corresponding to the selected ~~shutter~~ icon is displayed outside of the managed application display area.

10. (Original) The method as claimed in claim 8 further comprising displaying a quick start bar, wherein the quick start bar includes at least one non-managed application.

11. (Original) The method as claimed in claim 8 further comprising displaying a contact center control panel illustrating current contact information.

12. (Original) The method as claimed in claim 8 further comprising selectively inputting data in to any one of the least one managed applications.

13. (Currently Amended) The method as claimed in claim 8 further comprising selecting any of the at least one icon shutter-icons thereby displaying the corresponding managed application in the managed application display area.

14. (Currently Amended) In a system having a central processor, a display, a memory and an input device, a graphical user interface for displaying an agent's agent desktop in a contact center, comprising:

a. a ~~shutters~~ managed display having a task bar, wherein the task bar includes at least one managed application;

b. at least one ~~shutter~~ icon corresponding to each one of the at least one managed applications; and

c. [[a]] an automated workflow defining a plurality of steps for controlling the agent's handling of a contact and having at least one step corresponding to each one of the at least one icon shutter-icons, wherein one of the at least one icon shutter-icons is selected according to the corresponding step of the automated workflow, and the managed application corresponding to the selected shutter icon is displayed in a managed application display area,

wherein a predetermined set of rules determines the size, placement and visibility of the at least one managed application in the managed application display area when the at least one managed application is selected according to the at least one step of the automated workflow.

15. (Currently Amended) The system as claimed in claim 14 further wherein the managed application corresponding to the selected ~~shutter~~ icon is displayed outside of the managed application display area.

16. (Original) The system as claimed in claim 14 further comprising a quick start bar, wherein the quick start bar includes at least one non-managed application.

17. (Original) The system as claimed in claim 14 further comprising a contact center control panel illustrating current contact information.

18. (Original) The system as claimed in claim 14 wherein the graphical user interface is displayed on the agent desktop having a display and an input device.

19. (Original) The system as claimed in claim 18 wherein the input device is used to selectively input data in to any one of the at least one managed applications.

20. (Currently Amended) The system as claimed in claim 14 wherein when the agent selects any of the at least one icon ~~shutter~~-icons, the corresponding managed application is displayed in the managed application display area.

21. (Currently Amended) A graphical user interface for displaying on an agent's agent desktop in a contact center, comprising:

- a. a quick start bar, wherein the quick start bar includes at least one non-managed application;
- b. a contact center control panel illustrating current contact information, wherein the information indicates a type of call placed by the current contact to the contact center;
- c. a ~~shutters~~ managed display having a task bar, wherein the task bar includes at least one managed application;
- d. at least one ~~shutter~~ icon corresponding to each one of the at least one managed applications;
- e. a managed application display area, wherein a predetermined set of rules determines the size, placement and visibility of the at least one managed application in the managed application display area; and
- f. [[a]] an automated workflow defining a plurality of steps for controlling the agent's handling of the current contact and having at least one step corresponding to each one of the at least one icon shutter icons,

wherein one of the at least one icon shutter icons is selected according to the corresponding step of the automated workflow and the type of call indicated by the contact center control panel, and the managed application corresponding to the selected ~~shutter~~ icon is displayed in the managed application display area, further wherein the managed application corresponding to the selected ~~shutter~~ icon is selectively displayed outside of the managed display area.

22. (Original) The graphical user interface as claimed in claim 21 wherein the graphical user interface is displayed on the agent desktop having a display and an input device.

23. (Original) The graphical user interface as claimed in claim 22 wherein the input device is used to selectively input data in to any one of the least one managed applications.

24. (Currently Amended) The graphical user interface as claimed in claim 23 wherein when the agent selects any of the at least one icon shutter icons, the corresponding managed application is displayed in the managed application display area.

25. (New) The graphical user interface as claimed in claim 23, wherein the type of call is selected from the group consisting of: voice, e-mail, web collaboration, and chat.

26. (New) A method for managing a graphical user interface of an agent's desktop in a contact center, the method comprising:

receiving a call at the contact center, the call having one of a plurality of media types;
automatically opening one or more applications on the agent's desktop suitable for aiding the agent in handling the call depending, at least in part, upon the one media type; and
automatically re-configuring the appearance of the graphical user interface as the agent follows steps of a pre-programmed call handling workflow.

27. (New) The method of claim 26, wherein automatically re-configuring comprises automatically re-sizing one or more applications, at least in part, as a function of a number of simultaneously open applications.

28. (New) The method of claim 27, wherein automatically re-configuring comprises automatically closing one or more applications as the agent follows the steps of the pre-programmed call handling workflow.

29. (New) The graphical user interface as claimed in claim 26, wherein the one of the plurality of media types is selected from the group consisting of: voice, e-mail, web collaboration, and chat.